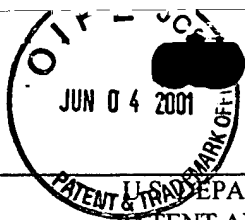| FORM PTO-1449 (REV. 7-80) U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS97087	SERIAL NO. 09/159,695

LIST OF DOCUMENTS CITED BY APPLICANT
(Use several sheets if necessary)

	APPLICANT(S): BARRY et al.	
	FILING DATE 09/24/98	GROUP 2756

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
	4,160,129	07/1999	Peyser et al.			
	4,345,315	08/1982	Cadotte et al.			
	4,817,050	03/1989	Komatsu et al.			RECEIVED
	4,972,504	11/1990	Daniel Jr. et al.			
	5,041,972	08/1991	Frost			JUN 6 2001
	5,075,771	12/1991	Hashimoto			
	5,228,076	07/1993	Hopner et al.			Technology Center 2100
	5,245,533	09/1993	Marshall			
	5,285,494	02/1994	Sprecher et al.			
	5,315,093	05/1994	Stewart			
	5,327,486	07/1994	Wolff et al.			
	5,369,571	11/1994	Metts			
	5,490,060	02/1996	Malec et al.			
	5,526,257	06/1996	Lerner			
	5,537,611	07/1996	Rajagopal et al.			
	5,551,025	08/1996	O'Reilly et al.			
	5,563,805	10/1996	Arbuckle et al.			

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES	NO
	EP 0 809 387 A2	05/1997	Europe				
	WO 97/23988	07/1997	PCT				
	WO 98/19472	05/1998	PCT			Abstract	
	WO 99/01826	01/1999	PCT				

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	Biggs, M., ''Help for the Web enhances customer support, reduces help desk load'' *Inforworld*, June 16, 1997, v. 19, no. 24, pp. 82+
	Burch, B., ''AT&T, MCI to release new management tools'', *Network World*, January 17, 1994, p. 19
	Low, C., ''Integrating Communication Services'', *IEEE Communication Magazine*, June 1997, pp. 164-169
	''McAfee's New 'Self-Service' Help Desk Web Suite Makes PCs Help Desk-Ready'' , Newswire Association Inc., Oct. 13, 1997
	Niemeyer, R., ''Using Web Technologies in Two MLS Environments: A Security Analysis.'' *IEEE*, pp. 205-214, 1997
	Porter, T., ''MCI offers tracking system: Direct Dispatch lets users eye problems remotely'', *Service News*, April 1994, p. 17

EXAMINER	DATE CONSIDERED 10/5/01

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.
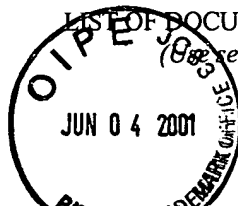
JUN 0 4 2001

#11

JUN 0 4 2001

FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE LIST OF DOCUMENTS CITED BY APPLICANT *(Use several sheets if necessary)*	ATTY. DOCKET NO. COS97087	SERIAL NO. 09/159,695
		APPLICANT(S): BARRY et al.	
		FILING DATE 09/24/98	GROUP 2756

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
	5,610,915	03/1997	Elliott et al.			
	5,699,528	12/1997	Hogan			
	5,774,660	06/1998	Brendel et al.			
	5,787,412	07/1998	Bosch et al.			
	5,790,809	08/1998	Holmes			
	5,812,533	09/1998	Cox et al.			
	5,825,769	10/1998	O'Reilly et al.			
	5,848,396	12/1998	Gerace			
	5,870,558	02/1999	Branton, Jr. et al.			
	5,877,759	03/1999	Bauer			
	5,884,032	03/1999	Bateman et al.			
	5,907,681	05/1999	Bates et al.			
	5,909,679	06/1999	Hall			
	5,909,682	06/1999	Cowan et al.			
	5,915,001	06/1999	Uppaluru			
	5,920,542	07/1999	Henderson			
	5,923,016	07/1999	Fredregill et al.			

RECEIVED JUN 6 2001 Technology Center 2100

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	Shklar, L., et al., ''MetaMagic: Generating Virtual Web Sites Through Data Modeling,'' http://www.scope.gmd.de/info/www6/posters/714/poster714.html
	Vizard, M. et al., ''MCI to Pilot Convergence Billing Service'', *InfoWorld*, v. 18, Issue 37, September 9, 1996
	Yager, T., ''Mixed Messages'', *UNIX Review*, v. 16, n. 2, p. 29, Feb. 1998
	''Carriers Improve Net Management Services'', *Communications Week*, May 2, 1994, p. 74
	''Network management; new software platform enhances network management capabilities; MCI ServiceView offers greater cost savings, increased flexibility.'', Product Announcement, *Edge*, October 2, 1995, on & about AT&T, v. 10, n. 375, p. 11(1)

EXAMINER	DATE CONSIDERED
	10/5/01

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

#11

FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS97087	SERIAL NO. 09/159,695
LIST OF DOCUMENTS CITED BY APPLICANT *(Use several sheets if necessary)*			

	APPLICANT(S): BARRY et al.	
	FILING DATE 09/24/98	GROUP 2756

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
	5,930,764	07/1999	Melchione et al.			
	5,930,804	07/1999	Yu et al.			
	5,958,016	09/1999	Chang et al.			
	5,961,602	10/1999	Thompson et al.			RECEIVED
	5,963,925	10/1999	Kolling et al.			
	5,966,695	10/1999	Melchione et al.			JUN 6 2001
	5,970,467	10/1999	Alavi			
	5,974,396	10/1999	Anderson et al.			Technology Center 2100
	5,982,864	12/2000	Jagadish et al.			
	5,982,891	11/1999	Ginter et al.			
	5,991,733	11/1999	Aleia et al.			
	5,991,806	11/1999	McHann Jr			
	5,999,973	12/1999	Glitho et al.			
	6,011,844	01/2000	Uppaluru et al.			

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	''New software platform enhances network management capabilities...'', *Business Wire*, September 28, 1995 p. 9281122
	''User's Guide: Microsoft Access'', Microsoft Corporation, 1994, pp. 378,594,599, 630-632 (13)
	Jainschigg, J., ''Billing confirmed: this easy-to-use box turns guest calls into revenue.'' *Teleconnect*, vol. 12, no. 9, p. 39(4)

EXAMINER	DATE CONSIDERED 10/3/01

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.
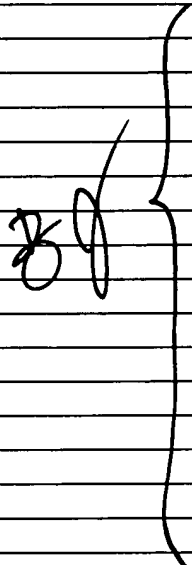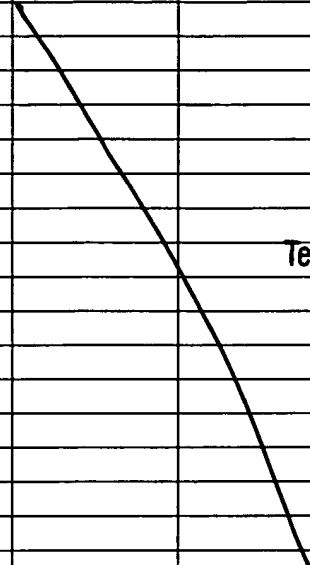
JUN 0 4 2001
PATENT & TRADEMARK OFFICE

FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS97087	SERIAL NO. 09/159,695

LIST OF DOCUMENTS CITED BY APPLICANT
(Use several sheets if necessary)

APPLICANT(S): BARRY et al.

FILING DATE 09/24/98	GROUP 2756

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
	6,014,647	01/2000	Nizzari et al.			
	6,023,762	02/2000	Dean et al.			
	6,031,904	02/2000	An et al.			
	6,032,132	02/2000	Nelson			
	6,032,184	02/2000	Cogger et al.			
	6,041,325	03/2000	Shah et al.			
	6,044,144	03/2000	Becker et al.			
	6,049,602	04/2000	Foladare et al.			
	6,049,789	04/2000	Smorodinsky			
	6,058,381	05/2000	Nelson			
	6,064,667	05/2000	Gisby et al.			
	6,065,059	05/2000	Shieh et al.			
	6,073,105	06/2000	Sutcliffe et al.			
	6,073,241	06/2000	Rosenberg et al.			
	6,078,891	06/2000	Riordan et al.			
	6,078,924	06/2000	Ainsbury et al.			
	6,085,171	07/2000	Leonard			

RECEIVED

JUN 6 2001

Technology Center 2100

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

EXAMINER	DATE CONSIDERED 10/3/01

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449	U.S. DEPARTMENT OF COMMERCE	ATTY. DOCKET NO.	SERIAL NO.
(REV. 7-80)	PATENT AND TRADEMARK OFFICE	COS97087	09/159,695

LIST OF DOCUMENTS CITED BY APPLICANT
(Use several sheets if necessary)

OIPE JC83 JUN 0 4 2001 PATENT & TRADEMARK OFFICE

APPLICANT(S): BARRY et al.	
FILING DATE	GROUP
09/24/98	2756

U.S. PATENT DOCUMENTS

* EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
	6,085,190	07/2000	Sakata			
	6,091,808	07/2000	Wood et al.			
	6,094,655	07/2000	Rogers et al.			
	6,115,040	09/2000	Bladow et al.			RECEIVED
	6,115,458	09/2000	Taskett			
	6,115,693	09/2000	McDonough et al.			JUN 6 2001
	6,119,109	09/2000	Muratani et al.			
	6,131,095	10/2000	Low et al.			Technology Center 2100
	6,134,584	10/2000	Chang et al.			
	6,145,001	11/2000	Scholl et al.			
	6,212,506	04/2001	Shah et al.			

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

EXAMINER	DATE CONSIDERED
	10/3/01

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449 (REV. 7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. COS97087	SERIAL NO. 09/159,695
	LIST OF DOCUMENTS CITED BY APPLICANT *(Use several sheets if necessary)*	APPLICANT(S): BARRY et al.	
		FILING DATE September 24, 1998	GROUP 2756

RECEIVED JUN 1 9 2001 Technology Center 2600

OIPE JC152 JUN 1 3 2001 PATENT & TRADEMARK OFFICE

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPROPRIATE)
		6,115,737	09/2000	Ely et al.			
		6,161,128	12/2000	Smyk			
		6,212,558	04/2001	Antur et al.			

RECEIVED JUN 1 9 2001 Technology Center 2100

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

		Chapman, D. Brent et al., "Building Internet Firewalls", Nov. 1995, O'Reilly & Associates, page 58
		He, Taniguchi, "Internet Traffic Control and Management Architecture", IEEE, October 22-24, 1998, pp. s46-03-1 – s46-03-5
		Sixth International Conference on Network Protocols, IEEE, Technical Communication Services, 13-16 October 1998, Table of Contents
		Markovich, Robert, "WAN Service Level Management Could Keep Your Feet Out of the Fire, Ensure Carriers Dilligence", Network World, July 7, 1997

EXAMINER	DATE CONSIDERED
B.	10/3/01

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through
citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

#14